

What local support is available?

If you have been impacted by flooding and it is not safe for you to remain in your home, Somerset Council may be able to help with temporary rehousing. They may also be able to assist with other welfare issues. Local grants may be available to help. If you don't have any insurance Somerset Council or the National Flood Forum may be able to help.

Who can you contact about flooding?

In an emergency, dial 999 if life is in danger.

Floodline 24-hours 0345 9881188 www.gov.uk/flood For flood warnings and advice.

Environment Agency 24-hour incident hotline 0800 807060 Report flooding from main rivers, damage to river banks and blockages causing flood risk.

Somerset Council 0300 123 2224 flooding@somerset.gov.uk
www.somerset.gov.uk Report flooding and highways issues, and access support.

Flood Online Reporting Tool swim.geowessex.com/somerset Tell us how flooding has impacted your property. Shared between Flood Risk Management Authorities.

Wessex Water 0345 6004600 www.wessexwater.co.uk Customer contact number and to report sewage flooding.

National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

Association of British Insurers 0207 600 3333 www.abi.org.uk

British Damage Management Association 01858 414278
www.bdma.org.uk

Electricity supplier 105 powercut

Gas supplier 0800 111999 / 105 powercut

British Red Cross 0344 871 1111 www.redcross.org.uk

Samaritans 020 8394 8300 www.samaritans.org

Community Council for Somerset www.somersetagents.org



Recent flooding in Somerset

What can you do now?

Read this leaflet for advice on what you can do after a flood

Stay in touch

 @EnvAgencySW

 @environmentagencywessex

03708 506 506

wessexenquiries@environment-agency.gov.uk

Property Flood Resilience (PFR) and how you can repair your home to make it more resilient to flooding

You may want to think about:

- Moving electrical sockets higher up the wall
- Laying tiles and using rugs instead of carpets
- Using water resistant plaster
- Fitting non-return valves to your pipes and drains



In 2022, insurance industry organisation, Flood Re, introduced the Build Back Better scheme, which is designed to reduce the cost and impact of future floods by including property resilience measures as part of flood repairs. Find out more: www.floodre.co.uk/buildbackbetter/

For more helpful information on PFR visit:

- www.thefloodhub.co.uk/property-flood-resilience-toolkit
- www.floodmary.com

Recovering from a flood can be a very difficult time

Emotional support might be helpful as flooding can affect you and your children's health and wellbeing. This might be from friends, family, your doctor, or from the Samaritans or Red Cross. If you don't feel able to talk to friends or family you can call **Mindline** - Somerset's emotional support and mental health helpline which is open 24 hours a day, 7 days a week: **01823 276 892** (local) **0800 138 1692** (freephone)

Further recovery advice

For more helpful information, guidance, downloadable guides, case studies and factsheets visit:

- www.nationalfloodforum.org.uk A charity that supports people at risk of flooding, and operates a helpline that is open during office hours, 9am – 5pm, Monday to Friday. **01299 403 055**
www.floodmary.com/help-and-resources/after-a-flood
- www.gov.uk/after-flood

What can you do now and for the future?

You can find out more about the flood risk for your home and community

Make sure you're signed up to receive free flood warnings for your home and community for main river flooding

Sign up to the MetOffice National Severe Weather Warning Service via [web](#) or app

Make sure you have a personal flood plan and a checklist of things you need should you need to leave your home

It's really easy to take these actions:

- Call Floodline on **0345 988 1188**
- www.gov.uk/flood and www.gov.uk/check-long-term-flood-risk



**FLOODING IS EXPECTED
IMMEDIATE ACTION
REQUIRED**

Chat to friends and neighbours about how you could help each other:

- Who can help if I am away and can't install PFR or move items in my home?
- Do we have a community flood warden? If not, think about setting up a community flood group.



What does the Environment Agency do after a flood?

Following a flood event, the Environment Agency collects information on the sources and timings of flooding so we can make improvements to our Flood Warning Service.

There will also be an investigation, led by Somerset Council, to examine the circumstances leading up to and during the flooding. They will work closely with partners including the Environment Agency.

You can help us gather data by always reporting flooding to our incident hotline **0800 807060**, reporting online at swim.geowessex.com/somerset or emailing us photos of flooding with location information to wessexenquiries@environment-agency.gov.uk and flooding@somerset.gov.uk

Be prepared for flooding



Sign up for Flood Warnings:

www.gov.uk/sign-up-for-flood-warnings

Check current warnings, river, sea, groundwater and rainfall levels:

www.gov.uk/check-flooding

Write a flood plan and how to be prepared:

www.gov.uk/prepare-for-flooding/future-flooding

Contact your local Flood Resilience team for support:

[*floodwessex@environment-agency.gov.uk*](mailto:floodwessex@environment-agency.gov.uk)



Floodline 0345 988 1188

Incident Hotline 0800 80 70 60



**FLOOD
ALERT**

PREPARE

- Prepare a bag that includes medicines and insurance documents
- Visit www.gov.uk/check-flooding



**FLOOD
WARNING**

ACT

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE
FLOOD
WARNING**

SURVIVE

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

Visit check-for-flooding.service.gov.uk/plan-ahead-for-flooding

#PrepareActSurvive

General enquiries: floodwessex@environment-agency.gov.uk



Floodline 0345 988 1188

Incident Hotline 0800 80 70 60

What we do when it floods

Sources of flooding - our responsibilities

We respond to flooding, or the threat of flooding, caused by main rivers and the sea (tidal or coastal flooding). We also work with our partners, including the local authorities, on other types of flooding, such as non-main river, groundwater and surface water.

Inform the public and media

We keep the public, MPs and the media informed about what's happening. We work to ensure the right people have the right information at the right time.

Collect and record information

We constantly monitor the weather, rivers and coastal conditions. This information helps us to predict future flood risk.

Check reservoir safety

We enforce the Reservoirs Act 1975. We keep a register of reservoirs, which is available to the public, and make sure they are safe.

Issue flood warnings

We work with the Met Office and Flood Forecasting Centre to issue flood warnings at the right time to people at risk and the emergency services.

'Category 1 Responder'

We work with other emergency services, such as the police, fire and ambulance services, to respond to flooding.

Engage with communities

We work with communities at flood risk to raise their awareness of, and be better prepared for, flooding. And we help them work together to prepare flood plans.

Look after our flood defences

We monitor, operate and maintain our flood defences - taking emergency action, if needed. We also install temporary flood defences to limit the extent and damage of flooding to undefended communities or properties.



Follow us on twitter: [@EnvAgency](https://twitter.com/EnvAgency) [#floodaware](https://twitter.com/floodaware)

FLOODS
DESTROY
BE PREPARED

Personal flood plan

Name



Are you signed up to receive flood warnings?

If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188**. This will help us learn more about how people are preparing for flooding.

General contact list	Company name	Contact name	Telephone
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Local radio station			
Travel/weather info			

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?



Put important documents out of flood risk and protect in polythene

Look at the best way of stopping floodwater entering your property

Find out where you can get sandbags

Identify what you would need to take with you if you had to leave your home

Check your insurance covers you for flooding

Make a flood plan and prepare a flood kit

Identify who can help you/ who you can help

Understand the flood warning codes

What can you do if a flood is expected in your area?

Actions	Location
Home	
● Move furniture and electrical items to safety	
● Put flood boards, polythene and sandbags in place	
● Make a list now of what you can move away from the risk	
● Turn off electricity, water and gas supplies	
● Roll up carpets and rugs	
● Unless you have time to remove them hang curtains over rods	
● Move sentimental items to safety	
● Put important documents in polythene bags and move to safety	
Garden and outside	
● Move your car out of the flood risk area	
● Move any large or loose items or weigh them down	
Business	
● Move important documents, computers and stock	
● Alert staff and request their help	
● Farmers move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
● Inform your family or friends that you may need to leave your home	
● Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at www.bluepages.org.uk

Be prepared for flooding. Act now

✓ Build Back Better

- Having little/no insurance claim or lasting flood damage
- After Build Back Better be back home within days or even hours
- Peace of mind and protected against future floods

✗ Build Back Better

- Average insurance claim over £30K to repair flood damage
- Out of home for months
- Anxiety and stress about the future



Photo by Flood Control International

FLOODRE



Scan this QR code to
visit our Build Back
Better webpage



Speak to your insurer to see if they offer Build Back Better



After Build Back Better families can be back in their homes in a matter of days rather than months



Offers up to £10,000 extra to enable property flood resilience measures to be installed following a flood insurance claim



Build Back Better gives homeowners peace of mind that next time it floods their homes and lives are protected



Reduces future flood insurance claims by keeping more water out and protecting homes against the water that does get in

How does Flood Re work?

We work behind the scenes, taking on the high flood risk elements of your home insurance.

It works like this:

- 1 We collect an annual levy from home insurers each year.
- 2 Your insurer passes on the flood risk part of your policy to us, so you don't have to do a thing.
- 3 If you make a valid claim on your insurance we'll reimburse the insurer from the central Flood Re fund.

With this support from us, insurers should be able to provide affordable insurance, even on those homes which are most at risk as they no longer have to pay the cost of the flood claim.

You buy your home insurance as usual

Insurers pay an annual levy that funds Flood Re

Insurers forward the risk and pay a premium to Flood Re

You make an eligible claim and your insurer pays out

Flood Re reimburses valid claims to insurers

Insurers set prices, not Flood Re

Flood Re Limited is registered in England and Wales (08670444).
Flood Re is authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and Financial Conduct Authority (FRN 706046).

Information and advice

You'll find more details about flood risk surveys and the right kind of flood protection for your home here:

The Association of British Insurers

www.abi.org.uk

The National Flood Forum

www.nationalfloodforum.org.uk

The Scottish Flood Forum

www.scottishfloodforum.org

Environment Agency

www.gov.uk/government/organisations/environment-agency

Natural Resources Wales

www.naturalresources.wales

Department for Infrastructure Northern Ireland

www.infrastructure-ni.gov.uk

Scottish Environment Protection Agency

www.sepa.org.uk

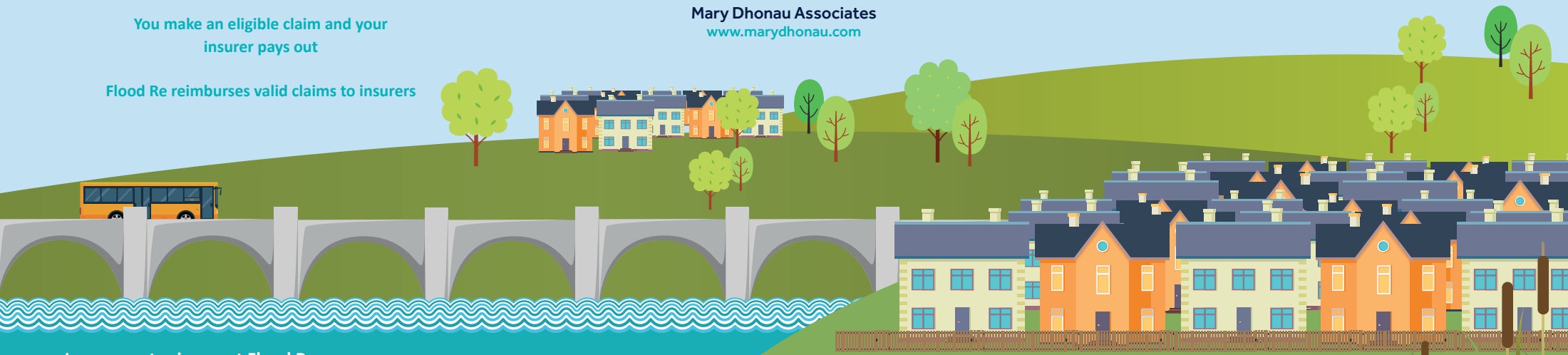
Mary Dhonau Associates

www.marydhonau.com

FLOODRE

Making insurance
available and affordable

for homes at risk
of flooding





What is Flood Re?

Flood Re is a joint Government and insurance industry initiative to enable you to find affordable insurance for qualifying properties that are at risk of flooding or have been flooded.

Part of our work also involves helping you find out more about flood risks to your home and how you can help to reduce them.

Contact your insurer or visit

floodre.co.uk

to find out more

Can Flood Re help me?

Flood Re works in the background, helping the insurance industry to offer more affordable insurance to everyone with eligible properties that may be at risk of flooding.



Do I make my claims through Flood Re?

No. You will continue to buy insurance and make claims through your insurer in the same way as you do now.

What can I do to prevent flooding?

Find out more about flood risk levels in your area and how to minimise the impact on your property:

www.gov.uk/check-flood-risk

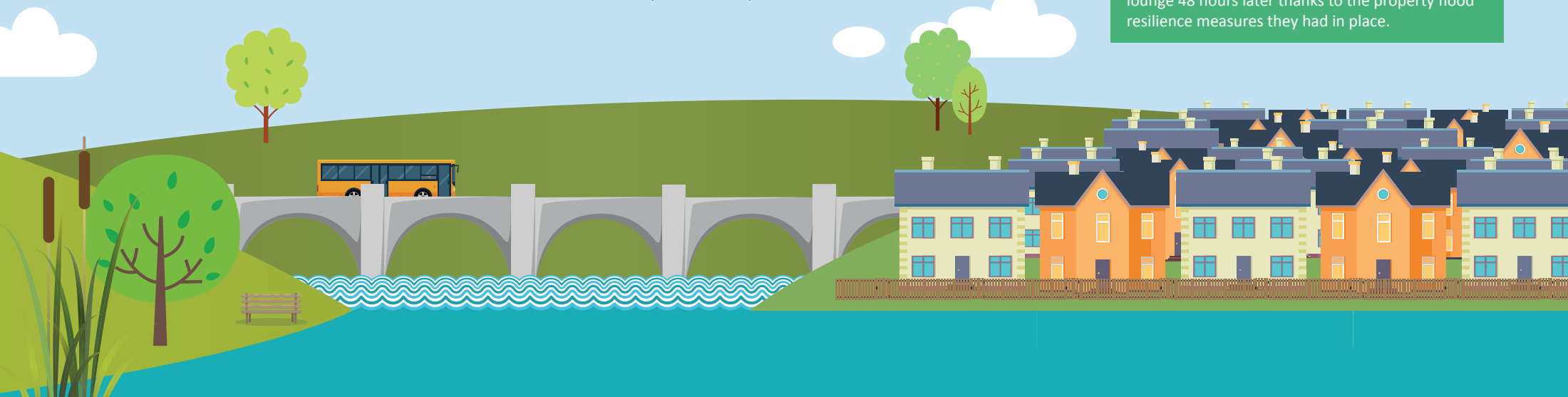
What do I need to do?

- 1 Talk to your insurer and ask them if your home is eligible for the Flood Re Scheme. Use the tool on our website to find out if your property may be eligible.
- 2 Be prepared to shop around.
- 3 Remember, finding the right advice and products is important.

Build Back Better is designed to reduce the cost and impact of future floods by including property resilience measures as part of flood repairs.

Build Back Better offers eligible homeowners whose insurers have signed up to the Scheme, the chance to install Property Flood Resilience measures up to the value of £10,000 when repairing their properties after a flood. This way, the next time the area floods their home will be better prepared to keep as much of the water out as possible. Measures can also be installed so that when water does enter it is easier, quicker and safer for families to clean up and move back in – often in a number of days rather than many months.

Paul from Bewdley in Worcestershire and his family were in temporary accommodation for 15 months following their first flood. The stress of the flood, as well as living in a two bedroom flat with his wife and four teenage children, brought its own challenges. Since then, they've installed a number of property flood resilience measures in their home, including a flood door, extra pumps, raised sockets, hardwood skirting boards and porcelain tiles. The family were so well prepared for the next flood in February 2022 that they didn't need to move out at all. They had such little water in their home. They were dry and watching TV in the lounge 48 hours later thanks to the property flood resilience measures they had in place.



FLOOD REPORT

REPORTER DETAILS		
Title & Name:		
Address:	Building Name:	Number:
	Street:	
	Location:	Town:
	County:	Post Code:
Contact Number:	Landline:	Mobile:
E-mail Address:		

RECENT FLOOD EVENT AND IMPACT <i>Select all that apply</i>				
Location/Address of Flood:	<input type="checkbox"/> As Above or Other:			
Property Type:	<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial	<input type="checkbox"/> Agricultural	<input type="checkbox"/> Vehicle
Flooded:	<input type="checkbox"/> Living Quarters	<input type="checkbox"/> Mobile Home	<input type="checkbox"/> Basement	<input type="checkbox"/> Garage
	<input type="checkbox"/> Outbuilding/s	<input type="checkbox"/> Garden	<input type="checkbox"/> Access	<input type="checkbox"/> Road
How did water enter the property?	<input type="checkbox"/> Door	<input type="checkbox"/> Airbricks	<input type="checkbox"/> Walls	<input type="checkbox"/> Through Floor
	<input type="checkbox"/> External Only	Other:		
Depth of water	Inside (cm)	Outside (cm)		
When did water enter the property?	<i>Please enter as dd/mm/yyyy</i>		<i>Please enter as hh:mm</i>	
	Date:		Time:	<input type="checkbox"/> AM <input type="checkbox"/> PM
When did the water level peak?	<i>Please enter as dd/mm/yyyy</i>		<i>Please enter as hh:mm</i>	
	Date:		Time:	<input type="checkbox"/> AM <input type="checkbox"/> PM
Onset of flood water	<input type="checkbox"/> Sudden	<input type="checkbox"/> Gradual		
Appearance	<input type="checkbox"/> Clear	<input type="checkbox"/> Muddy	<input type="checkbox"/> Polluted	
Flow	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	<input type="checkbox"/> Still	
Was it dangerous?				
Was the property insured?				
Event & Impact Comments:				

FLOOD HISTORY
Is there a history of flooding at the location? Please provide details.
Have there been any problems with blockage, repair work etc? Please specify.

PROBLEM IDENTIFICATION Which of the following contributed to the recent flooding event? <i>Select all that apply</i>			
Overflowing:	<input type="checkbox"/> River	<input type="checkbox"/> Stream/Ditch	<input type="checkbox"/> Sewer/Drain
Blocked:	<input type="checkbox"/> Bridge/Culvert	<input type="checkbox"/> Gully	<input type="checkbox"/> Sewer/Drain
Runoff From:	<input type="checkbox"/> Farm Track	<input type="checkbox"/> Field	<input type="checkbox"/> Highway
	<input type="checkbox"/> Property/Garden	<input type="checkbox"/> Private Road	
Other:	<input type="checkbox"/> Tidal Sea Influence	<input type="checkbox"/> Vehicle Wave/Wash	<input type="checkbox"/> Groundwater/Springs
Further Explanation:			

Do you have photos/video available to share?
Could you show on a map the flood extent?

HELP RECEIVED <i>Select all that apply</i>	
Are you signed up to receive Flood Warnings?	<i>For more information on registration or to notify us of an update to your contact details, please call Floodline on 0845 988 1188</i>
Did you receive a Flood Warning?	
Was the Flood Warning timely?	<i>Floodline tries to give at least two hours warning where possible.</i>
Was the Flood Warning appropriate?	<i>Information used to make the service more accurate in future.</i>
Sources of warnings:	<input type="checkbox"/> Floodline <input type="checkbox"/> Radio <input type="checkbox"/> Flood Warden <input type="checkbox"/> Neighbours <input type="checkbox"/> Social Media/Internet Other:
Did you take any action?	<input type="checkbox"/> Sandbags <input type="checkbox"/> Sandless Sandbags <input type="checkbox"/> Move Valuables <input type="checkbox"/> Flood Boards <input type="checkbox"/> Move Car Other:
Did you get help from any of the following sources?	<input type="checkbox"/> Neighbours/Family <input type="checkbox"/> Flood Warden/Volunteers <input type="checkbox"/> Fire & Rescue/Police <input type="checkbox"/> Environment Agency <input type="checkbox"/> Highways <input type="checkbox"/> Local Authority
Further Comments:	

Data Protection

This information is shared between the Environment Agency, local authorities and emergency services to assist them in the planning process and the emergency response to flooding. It may be used to plan future flood defence schemes and to inform the public about whether there is a risk of flooding in a particular area.

Please sign and return in the pre-paid envelope or to email address provided

I confirm that the details given on the form are correct and that all persons residing at the above property are aware of this notice. **NB. This does not affect your statutory rights.**

Signed:

Dated:

Thank you very much for completing this questionnaire

Organisation:	Doc Ref:	Community:	NGR:
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